

### Troubleshooting

#### WEBSTER SOFTWARE (p. 78)

PROBLEM	CAUSE	SOLUTION
Some writing not recorded properly	Insufficient pressure when writing	Maintain firm, constant pressure while writing.
	Multiple contact points on whiteboard	Contact the whiteboard with one fingertip only.
	Finger not lifted between strokes	Make sure to completely lift finger from board between letters, words, etc.
Cannot operate different applications from the whiteboard	Wrong tool selected on Projection Toolbar	Tap the Tools icon on the icon strip to display the Projection toolbar. Tap the Selection Tool (arrow).
Communication Error Message	COM port conflict	Check the connections to the Webster Wireless unit. Choose EditFind whiteboard from the menu bar. If you are using a Serial to USB adapter, make sure any software needed for the adapter is already installed.

#### TS WHITEBOARD (p. 76)

PROBLEM	CAUSE	SOLUTION
Green LED off	No power	Plug in the whiteboard and check your power outlet or surge protector.
Green LED blinking	No communication with software	Make sure the computer is on. Check to make sure there is nothing blocking the Webster Wireless unit. Have Webster reestablish contact with the whiteboard by using EditFind Whiteboard.
Green LED blinking rapidly	Power supply problem	Unplug the whiteboard power supply and plug it in again.
Green LED is very bright	Something is touching the whiteboard	Make sure nothing is accidentally touching or leaning against the board.
Cannot establish communication properly with the whiteboard	COM port conflict	Check the connections to the Webster Wireless unit. Choose EditFind Whiteboard from the menu bar. If you are using a Serial to USB adapter, make sure any software needed for the adapter is already installed.

If the above suggestions do not resolve your problem, Polyvision Customer Support can be contacted at:

- PHONE- 1-800-620-POLY (7659) M-F, 7 AM to 4 PM
- E-MAIL- support@polyvision.com
- INTERNET- <http://www.polyvision.com>